

In the Specification

Please replace the title of the invention beginning at page 1, line 1, with the following title:

--SYSTEM AND METHOD FOR MEASURING AND MANAGING
PERFORMANCE IN AN INFORMATION TECHNOLOGY ORGANIZATION
ORGANIZATION

Please add after line 10 of page 6 the following new paragraph.

A1 -- Figure 6 is a flow chart illustrating in greater detail the notion of behaviors in the process of Figure 5.--.

Please replace the paragraph beginning at Page 10, line 14 with the following rewritten paragraph:

A2 -- Transition/transformation phase ~~222~~ 224 includes the following work products: interface agreement 268, deployment plan 274, external interface requirements 266, configuration

A2
Cont'd

script 272, end-user training materials 278, contract
measurement business policy 276, and scorecard 270.--.

Please replace the paragraph beginning at Page 22, line 8,
with the following rewritten paragraph:

AB -- Referring to Figure 6 in connection with Figure 5, a
more detailed description of this canonical process
includes, in step 340, defining the IT organization goals;
in step 341, defining associated behaviors; in step 342,
mapping behaviors against the measurement catalog; in step
343, building a first draft measurement model; in step 344
prioritizing measures by number of behaviors satisfied; in
step 345, prioritizing measures on number of related
measures; in step 346 building a second draft measurement
model 332; and in step 347 performing gap analysis. Each of
these steps will be further described.--.

Please replace the title of the invention beginning at page
56, line 1, with the following title:

--SYSTEM AND METHOD FOR MEASURING AND MANAGING

PERFORMANCE IN AN INFORMATION TECHNOLOGY ORGANIZATION
ORGANIZATION

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